

Council Newsletter

CITY MANAGER'S NOTES March 3, 2023

Upcoming Council Meetings

March 6, 2023 The City Council Regular Meeting will begin at 6:00pm in

Council Chambers. This meeting will be held as a hybrid

meeting.

March 13, 2023 The City Council Study Session will begin at 6:00pm in the

Community Room. The meeting will be held as a hybrid

meeting.

Informational Items

The following attachments are in response to City Council requests, as well as other informational items.

- 1. Calendar of Events
- 2. Tentative Regular and Study Session Topics

CITY OF ENGLEWOOD 2023 CALENDAR OF EVENTS



		March
Mon. March 6	6:00 p.m.	City Council Regular Meeting, Council Chambers/Virtual
Tues, March 7	6:00 p.m.	Unified Development Code Steering Committee, Virtual
	CANCELLED	Planning & Zoning Commission
Wed. March 8	8:30 a.m.	Mayor Manager Meeting, Virtual
	7:00 p.m.	Board of Adjustment and Appeals Meeting, Virtual
Thurs. March 9	5:30 p.m.	Parks and Recreation Commission, Englewood Rec Center
	6:00 p.m.	Transportation Advisory Committee
Mon. March 13	6:00 p.m.	City Council Study Session, Community Room/Virtual
Tues, March 14	5:00 p.m.	Water & Sewer Board, Red Rocks Conf-Room
	6:30 p.m.	Sustainability Commission, Pikes Peak Conf-Room
	7:00 p.m.	Library Board, TBD
Wed. March 15	8:30 a.m.	Mayor Manager Meeting, Virtual
	6:00 p.m.	Code Enforcement Advisory Committee, Pikes Peak Conf-Room
	6:30 p.m.	Historic Preservation Commission/Virtual
Mon. March 20	6:00 p.m.	City Council Regular Meeting, Council Chambers/Virtual
Tues. March 21	6:00 p.m.	Unified Development Code Steering Committee, Virtual
	7:00 p.m.	Planning and Zoning Commission, Virtual
Wed. March 22	8:30 a.m.	Mayor Manager Meeting, Virtual
Mon. March 27	6:00 p.m.	City Council Study Session, Community Room/Virtual
Tues. March 28	5:15 p.m.	Budget Advisory Committee
Wed. March 29	8:30 a.m.	Mayor Manager Meeting, Virtual
		April
Mon. April 3	6:00 p.m.	City Council Regular Meeting, Council Chambers/Virtual
Tues. April 4	6:00 p.m.	Unified Development Code Steering Committee, Virtual

Wed. April 5	8:30 a.m.	Mayor Manager Meeting, Virtual
	11:00 a.m.	Liquor and Marijuana Licensing Authority
Mon. April 10	6:00 p.m.	City Council Study Session, Community Room/Virtual
Tues, April 11	5:00 p.m.	Water & Sewer Board, Red Rocks Conf-Room
	6:30 p.m.	Sustainability Commission, Pikes Peak Conf-Room
	7:00 p.m.	Library Board, TBD
Wed. April 12	8:30 a.m.	Mayor Manager Meeting, Virtual
	7:00 p.m.	Board of Adjustment and Appeals/Virtual
Mon. April 17	6:00 p.m.	City Council Regular Meeting, Council Chambers/Virtual
Tues. April 18	6:00 p.m.	Unified Development Code Steering Committee, Virtual
	7:00 p.m.	Planning and Zoning Commission, Virtual
Wed. April 19	8:30 a.m.	Mayor Manager Meeting, Virtual
	6:30 p.m.	Historic Preservation Commission/Virtual
Mon. April 24	6:00 p.m.	City Council Study Session, Community Room/Virtual
Tues. April 25	5:15 p.m.	Budget Advisory Committee
Wed. April 26	8:30 a.m.	Mayor Manager Meeting, Virtual

May

Mon. May 1	6:00 p.m.	City Council Regular Meeting, Council Chambers/Virtual
Tues. May 2	6:00 p.m.	Unified Development Code Steering Committee, Virtual
	7:00 p.m.	Planning and Zoning Commission, Virtual
Wed. May 3	8:30 a.m.	Mayor Manager Meeting, Virtual
	11:00 a.m.	Liquor and Marijuana Licensing Authority
Mon. May 8	6:00 p.m.	City Council Study Session, Community Room/Virtual
Tues, May 9	5:00 p.m.	Water & Sewer Board, Red Rocks Conf-Room
	6:30 p.m.	Sustainability Commission, Pikes Peak Conf-Room
	7:00 p.m.	Library Board, TBD
Wed. May 10	8:30 a.m.	Mayor Manager Meeting, Virtual
	7:00 p.m.	Board of Adjustment and Appeals/Virtual
Mon. May 15	6:00 p.m.	City Council Regular Meeting, Council Chambers/Virtual

Consent	Study Session Guidance	Meeting Date	Notes	Item Type	Report Title	Description	Staff Responsible	Department/Group
			Not Flexible PPT: Yes	Public Hearing	Public hearing for a planned unit development at 1314 West Oxford Avenue	Public hearing for a planned unit development at 1314 West Oxford Avenue (Sam's Automotive Property)	Bryan Isham, Erik Sampson	Community Development
			Presentation: 10 minutes Discussion:			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	, , ,	
		06 Mar 2023	6pm start time for this Public Hearing					
			Not Flexible PPT: Yes	Public Hearing	Public hearing for a major subdivision	Public hearing for a major subdivision for the Sam's Automotive redevelopment	Erik Sampson	Community Development
			Presentation: 5 minutes					
			The PUD public hearing should be					
			scheduled first, and this item should be immediately following the PUD.					
		06 Mar 2023	Can be moved due to Public Hearing if	Proclamation	Women's History Month	Proclamation celebrating Women's History Month in March	Tim Dodd	City Manager's Office
		06 Mar 2023	needed.					
	Information		Not Flexible PPT: Yes	Study Session Memo	Utilities Accomplishments and Construction Manager / General Contractor Project Delivery Method	2020-2023 Utilities Accomplishments and Upcoming Construction Manager / General Contractor Contracting Process	Adam Marquez, Pieter Van Ry, Sarah	Utilities
			Presentation: 20 minutes Discussion: 20 minutes			and Approach	Stone, Stephanie Ellis	
			*This item should go after "Housing					
		13 Mar 2023	Discussion" at the request of the Department.					
	Information and Direction		Flexible PPT: Yes	Study Session Memo	Housing Discussion	Discussion on Housing Strategies	Bryan Isham	Community Development
		13 Mar 2023	Presentation: 20 minutes Discussion: 60 minutes					
	Information and Direction		Not Flexible PPT: Yes	Study Session Memo	City Center Redevelopment Concept Plans	Present and discuss City Center Re-development Concept Plans	Brad Power, Dan Poremba	Community Development
		20 Mar 2023	Presentation: 10 minutes Discussion:	Wellio			Foreniba	
Yes			Flexible PPT: No	Resolution	Resolution establishing City Council meeting dates in July, 2023	Establishing City Council meeting dates in July 2023, on July 17 and July 24, per City Council direction during its February 21,	Tamara Niles	City Attorney's Office
No		20 Mar 2023	Not Flexible	Resolution	Second Ground Lease Agreement for Englewood McLellan Reservoir	2023 study session. Staff recommends City Council approve a Resolution to Support	Pieter Van Ry, Sarah	Utilities
			PPT: Yes Presentation:		Foundation Properties	a New Ground Lease Agreement on Englewood McLellan Reservoir Foundation Properties.	Stone	
		20 Mar 2023	Discussion: Flexible	Recognition	Board and Commission Member Appointment Recognition	Board and Commission Member Appointment Recognition	Jackie McKinnon	City Clerk's Office
			PPT: No Presentation:					
No		20 Mar 2023	Discussion: Not Flexible	Motion	Big Dry Creek Diversion Project Construction Manager / General	Big Dry Creek Diversion Project Construction Manager / General	Adam Marquez,	Utilities
		20 Mar 2022	PPT: Yes Presentation: 7 minutes		Contractor	Contractor	Pieter Van Ry, Sarah Stone, Stephanie Ellis	
No		20 Mar 2023	Discussion: Not Flexible PPT: Yes	Motion	City Ditch Piping Project Construction Manager / General Contractor	City Ditch Piping Project Construction Manager / General Contractor	Pieter Van Ry, Sarah Stone, Stephanie Ellis	Utilities
		20 Mar 2023	Presentation: 7 minutes Discussion:			Condition	Storie, Stephanie Lins	
Yes		20 Wai 2023	Not Flexible PPT: No	Motion	Approve participation agreements for opioid settlements with Teva Pharmaceutical Industries Ltd. and Allergan Finance, LLC/Allergan	Colorado has reached settlement agreements with five additional opioid companies in nation-wide opioid litigation. In	Tamara Niles	City Attorney's Office
			Consent Agenda		Limited, as well as with Walmart Inc., CVS Health Corporation/CVS Pharmacy, Inc., and Walgreen Co.	order to receive settlement funds under the Colorado MOU previously approved, City Council must approve participation		
No		20 Mar 2023	Not Flexible	Bill for an	CB 10 - Approve an ordinance amending the scope of an	agreements for each settling party. CB 10 - Approve an ordinance approving modifications to the	Tim Dodd	City Manager's Office
			PPT: No	Ordinance – 2nd Reading	intergovernmental agreement with Arapahoe County and the Cities of Littleton and Sheridan for implementation of the Tri-Cities	existing intergovernmental agreement with Arapahoe County and the Cities of Littleton and Sheridan for implementation of		
		20 Mar 2023			Homelessness Plan of Action	the Tri-Cities Homelessness Plan of Action		
Yes			Not Flexible PPT: Yes	Bill for an Ordinance – 2nd	CB 11 - Approve an ordinance amending Englewood Municipal Code Title 5, Chapter 30 regarding licensure of hotels, bed and breakfasts	CB 11 - City Attorney and Community Development staff have worked closely to propose significant revisions to the City's short	Tamara Niles	City Attorney's Office
				Reading		term rental regulatory mechanisms and discovered some internal inconsistencies and ambiguities. The first step to amend		
		20 Mar 2023				the STR code is to address the ambiguity regarding bed and breakfast licensures.		
Yes		20 Mar 2023	Passed 6-0 on first reading.	Bill for an Ordinance – 2nd	CB 12 - Approve an ordinance to approve the purchase of 70 new golf carts.	CB 12 - The City of Englewood Parks, recreation, Library, and golf is looking for a motion to approve the procurement of 70 new	Jeremiah Stumpff	Parks, Recreation & Library
				Reading	Ldfts.	Club Car golf cars in 2024 from Colorado Golf and Turf by entering into a 5 year lease agreement through 2028 for a total		Library
		20 Mar 2023				contract amount of \$357,194		
Yes			Somewhat Flexible but this date is very much preferred	Bill for an Ordinance – 1st	IGA with City of Littleton for dispatch All Health Mobile Response Unit	This is an IGA between the City of Englewood and the City of Littleton to provide dispatching services for the Allhealth Mobile	Vance Fender	Police
Yes		20 Mar 2023	PPT: No Flexible	Reading Bill for an	Amending Englewood Municipal Code sections regarding Fermented	Response Unit to calls into Littleton. Code clean up adding wine to the fermented malt beverage	Jackie McKinnon	City Clerk's Office
			PPT: No Presentation:	Ordinance – 1st Reading	Malt Beverage and Wine Retailers	license.		
Yes		20 Mar 2023	Discussion: Not Flexible	Bill for an	First Reading for 2023 Intergovernmental Agreement with RTD for	First Reading for IGA with RTD for 2023 funding of trolley	Brad Power, Nancy	Community Development
			PPT: No Yes Presentation:	Ordinance – 1st Reading	Funding of Englewood Trolley		Fenton	
No		20 Mar 2023	Discussion: Flexible	Bill for an	Broadway Complete Streets IGA	IGA with CDOT in the amount of \$7,540,000.00 for the design	Devin Keener	Public Works
		20 Mar 2023	PPT: Yes	Ordinance – 1st Reading		and construction of the Broadway Complete Streets Project IGA with CDOT in the amount of \$394,394,00		
No		20 Mar 2023	Not Flexible PPT: Yes	Bill for an Ordinance – 1st Reading	South Broadway HAWK Signal IGA	IGA WILLI CDUT IN The amount of \$394,394.00	Devin Keener	Public Works
Yes		LU IVIAT ZUZS	Flexible PPT: No	Reading Bill for an Ordinance – 1st	CB 09 - Approve a bill for an ordinance - Electric Grounding Facilities Easement at Belleview Park	CB 09 - Approve a bill for an ordinance - Public Service Company has upgraded the electric transmission line that runs through	Adrian Torres	Parks, Recreation & Library
				Reading	The desired of A	Belleview Park, and due to the upgrade, finds it necessary to install mitigation facilities around the ball field to protect against		
		20 Mar 2023				potential interaction between the fence and the transmission line		
			Not Flexible PPT: Yes	Bill for an Ordinance – 1st	First Reading for PUD - Sam's Automotive Redevelopment	First reading on a PUD at 1314 West Oxford Avenue - Sam's Automotive Redevelopment	Erik Sampson	Community Development
L		20 Mar 2023	Presentation: 10 minutes Discussion:	Reading				
			Not Flexible PPT: No Yes	Bill for an Ordinance – 1st	First Reading for a major subdivision for 1314 West Oxford Avenue - Sam's Automotive Redevelopment	First Reading for a major subdivision for 1314 West Oxford Avenue - Sam's Automotive Redevelopment	Bryan Isham, Erik Sampson	Community Development
			This item should be scheduled	Reading				
		20 Mar 2023	immediately following the first reading on the PUD.					
	Information		Not Flexible	Study Session	February 2023 Monthly Financial Report	February 2023 Monthly Financial Report	Jackie Loh	Finance
		27 May 2022	PPT: Yes Presentation: 10 minutes	Memo				
	Information	27 Mar 2023	Discussion: Possibly Flexible but this date was	Study Session	Presentation by Arapahoe County Representatives regarding	Michelle Halstead, Director Arapahoe County Commissioners'	Tamara Niles	City Attorney's Office
			requested by speaker PPT: Probably Presentation: 20 minutes	Memo	Arapahoe County Regional Opioid Council	Office, requested a study session to present to City Council on the Arpahaoe County (Region 9) Opioid Council.		
	Information and Direction	27 Mar 2023	Discussion: Flexible - Yes, but we would like to have	Study Session	Presentation 5, Phase II of City Charter review project: Beginning-to-	Kathryn Sellers, outside legal consultant from Hoffmann, Parker,	Tamara Niles	City Attorney's Office
			these presentations on the 4th Monday of each month	Memo	end review of Charter Provisions	will be present to review a section of City Charter to determine if Council wishes to propose revisions for voter consideration.		and recovery a Office
			PPT: Yes Presentation: 30 minutes					
	Information and Direction	27 Mar 2023	Discussion: 30 minutes Not Flexible	Study Session	Discussion of proposed revisions to the City's Short Term Rental	Review of additional proposals to revise short term rental	Tamara Niles	City Attorney's Office
			PPT: Yes Presentation: 15 minutes	Memo	regulations	regulations, in response to prior direction received from City Council		
L	<u> </u>	27 Mar 2023	Discussion:		1	1	L	

	Information		Not Flexible	Study Session	Overview of Code Adoption for Building and Fire	Overview of Code Adoption for Building and Fire	Karen Montanez.	Community
	information		PPT: Yes	Memo	Overview of Code Adoption for Building and Fire	Overview of Code Adoption for Building and Fire	Mike Smith	Development, Fire
			Presentation: 10 minutes Discussion:					Marshal's Office
		27 Mar 2023	*Request that this item go before STR Discussion.					
	Information		Flexible, following Monday could work. PPT: Yes	Study Session Memo	Annual report of the City of Englewood's contracted (through Arapahoe County) Emergency Management Coordinator	Annual report of the City of Englewood's contracted (through Arapahoe County) Emergency Management Coordinator	Tim Dodd	City Manager's Office
			Presentation: 10 minutes			,		
		03 Apr 2023	Discussion:					
	Information and Direction		Flexible	Study Session	Draft Electric Vehicle (EV) Action Plan	Sustainability Coordinator and Xcel Energy present to council a	Melissa Englund	City Manager's Office
			PPT: Yes Presentation: 15 minutes	Memo		draft version of the Electric Vehicle (EV) Action Plan in order to solicit feedback from council before bringing final plan to them		
		03 Apr 2023	Discussion:			on April 17th.		
			Not Flexible PPT: No	Proclamation	Arbor Day Proclamation	Arbor Day Proclamation	Tim Dodd	Parks, Recreation & Library
			Presentation:					
Consent?		03 Apr 2023	Discussion: Flexible	Motion	2023 Strategic Plan Updates	Approval by motion of 2023 updates to the City of Englewood	Tim Dodd	City Manager's Office
		03 Apr 2023	PPT: Yes	eu r		Strategic Plan	* ***	
Consent?			Flexible PPT: Yes	Bill for an Ordinance – 1st	Ordinance Approving Comcast Cable TV Franchise agreement	The City entered into a 2002 agreement with Comcast for a cable tv franchise, and in 2019, approved an extension of that	Tamara Niles	City Attorney's Office
			Presentation: 5 minutes	Reading		agreement on a month-to-month basis. This ordinance approves		
		03 Apr 2023	Discussion:			a new, permanent franchise agreement.		
	Information and Direction		Flexible PPT: Yes	Study Session Memo	Victim's Compensation Funds: victim compensation mechanisms for consideration in Englewood	On multiple occasions, City Council members have requested information on a possible uncompensated victims fund in	Ian Griffin	City Attorney's Office
			Presentation: 15 minutes			Englewood, to provide financial asssistance to victims of crime in		
			Discussion:			our community. This study session describes various victim compensation mechanisms in other jurisdictions.		
		10 Apr 2023						
	Information		Not Flexible PPT: No	Study Session Memo	Preliminary 2024 Revenue and Expenditure Underlying Forecast Assumptions	Preliminary 2024 Revenue and Expenditure Underlying Forecast Assumptions	Jackie Loh	Finance
			Presentation: 30 minutes		* *			
		10 Apr 2023	Discussion:					
	Information and Direction		Flexible	Study Session	Non-Enterprise Fund Capital Project Prioritization	As requested and discussed at a Council meeting, the City	Christina Underhill,	City Manager's Office
			PPT: Yes Presentation: 10 minutes	Memo		Manager's Office, Finance Department, Public Works Department, and Parks, Recreation, Library, and Golf staff will be	Jackie Loh, Tim Dodd. Victor Rachael	
			Discussion:			present to discuss non-enterprise fund capital project		
		17 Apr 2023				prioritization and potential use of the unassigned fund balance for capital needs		
			Flexible	Recognition	Elevate Englewood Graduation	Participants from the 2023 Elevate Englewood Leadership	Shawn Lewis	City Manager's Office
			PPT: No Presentation: 15 minutes			Academy will be awarded certificates. A brief reception may occur before the meeting.		
		17 Apr 2023	Discussion:			-		
			Not Flexible PPT: No	Proclamation	Earth Day Proclamation	Earth Day Proclamation	Tim Dodd	City Manager's Office
			Presentation:					
		17 Apr 2023	Discussion: Not Flexible	Proclamation	Small Business Week Proclamation	Small Business Week Proclamation	Tim Dodd	City Manager's Office
			PPT: No					
		17 Apr 2023	Presentation: Discussion:					
Consent?			Flexible	Motion	Adoption of Electric Vehicle (EV) Action Plan	Electric Vehicle (EV) Action Plan to go in front of council for their	Melissa Englund	City Manager's Office
No		17 Apr 2023	PPT: Yes Not Flexible	Bill for an	Council Bill revising Short Term Rental Regulations	vote to adopt plan. First Reading on proposed changes to STR Ordinance	Erik Sampson	Community Developmen
			PPT: Yes	Ordinance – 1st				
Consent?		17 Apr 2023	Not Flexible	Reading Bill for an	Reading of Code Adoption for Building and Fire	Reading of Code Adoption for Building and Fire	Karen Montanez,	Community
			PPT: Yes	Ordinance – 1st			Mike Smith	Development, Fire
		17 Apr 2023	Presentation: Discussion:	Reading				Marshal's Office
	Information and Direction		Not Flexible PPT: Yes	Update	Review Preliminary 2024 Capital Projects List with City Council and Boards, Commissions, and Committees	Review Preliminary 2024 Capital Projects List with City Council and Boards, Commissions, and Committees	Jackie Loh	Finance
		24.4 2000	Presentation: 1.5 hours					
	Information and Direction	24 Apr 2023	Discussion: Flexible - Yes, but we would like to have	Study Session	6th and Final Presentation, Phase II of City Charter review project:	Because we are paying outside counsel hourly for this project,	Tamara Niles	City Attorney's Office
			these presentations on the 4th Monday	Memo	Beginning-to-end review of Charter Provisions	we request this item be placed first on the agenda at 6 p.m.		
			of each month PPT: Yes			Kathryn Sellers, outside legal consultant from Hoffmann, Parker,		
			Presentation: 30 minutes			will be present to review a section of City Charter to determine if		
			Discussion:			Council wishes to propose revisions for voter consideration.		
	Information	24 Apr 2023	Not Florible	Study Car-i	March 2022 Monthly Financial Port	March 2023 Monthly Financial Report	Inchia Lab	Einanco
	Information		Not Flexible PPT: Yes	Study Session Memo	March 2023 Monthly Financial Report	iviarcii 2023 iviontniy Financiai Keport	Jackie Loh	Finance
		24 Apr 2023	Presentation: 10 minutes					
		- 1 rqu 2023	Discussion:					
		01 May 2022	Not Flexible	Proclamation	Public Service Week	Public Service Week	Tim Dodd	City Manager's Office
		01 May 2023	PPT: No Not Flexible	Proclamation	National Asian American and Pacific Islander Heritage Month	National Asian American and Pacific Islander Heritage Month	Tim Dodd	City Manager's Office
			PPT: No		Proclamation	Proclamation		
		01 May 2023	Presentation: Discussion:					
Consent?		01 May 2023	Discussion: Flexible	Bill for an	CB 04 - Approve a bill for an ordinance to repeal Englewood Municipal	CB 04 - Englewood Municipal Code Title 12 Chapter 6, adopted in	Tamara Niles	City Attorney's Office
Consent?		01 May 2023	Discussion:	Ordinance – 1st	Code Title 12 Chapter 6 Cable TV Customer Standards (and instead,	CB 04 - Englewood Municipal Code Title 12 Chapter 6, adopted in 2004, provides policies, definitions, customer service requirements. and complaint procedures for cable TV services	Tamara Niles	City Attorney's Office
Consent?		01 May 2023	Discussion: Flexible PPT: No		CB 04 - Approve a bill for an ordinance to repeal Englewood Municipal Code Title 12 Chapter 6 Cable TV Customer Standards (and instead, provide for them by franchise agreement)	2004, provides policies, definitions, customer service requirements, and complaint procedures for cable TV services within the City. Instead of contained within Municipal Code,	Tamara Niles	City Attorney's Office
Consent?		01 May 2023	Discussion: Flexible PPT: No Presentation:	Ordinance – 1st	Code Title 12 Chapter 6 Cable TV Customer Standards (and instead,	2004, provides policies, definitions, customer service requirements, and complaint procedures for cable TV services within the City. Instead of contained within Municipal Code, these should be contained within the franchise agreements to	Tamara Niles	City Attorney's Office
Consent?		01 May 2023 01 May 2023	Discussion: Flexible PPT: No Presentation:	Ordinance – 1st	Code Title 12 Chapter 6 Cable TV Customer Standards (and instead,	2004, provides policies, definitions, customer service requirements, and complaint procedures for cable TV services within the City. Instead of contained within Municipal Code,	Tamara Niles	City Attorney's Office
Consent?	Information		Discussion: Fleable PPT: No Presentation: Discussion:	Ordinance – 1st Reading	Code Title 12 Chapter 6 Cable TV Customer Standards (and instead, provide for them by franchise agreement)	2004, provides policies, definitions, customer service requirements, and complaint procedures for cable TV services within the City, Instead of contained within Municipal Code, these should be contained within the franchise agreements to respond to evolving city and customer needs.		
Consent?	Information		Discussion: Flexible PPT: No Presentation: Discussion: Not Flexible PPT: Yes	Ordinance – 1st	Code Title 12 Chapter 6 Cable TV Customer Standards (and instead,	2004, provides policies, definitions, customer service requirements, and complaint procedures for cable TV services within the City. Instead of contained within Municipal Code, these should be contained within the franchise agreements to	Tamara Niles Jackie Loh	City Attorney's Office
Consent?	Information		Discussion: Flexible PPT: No Presentation: Discussion: Not Flexible	Ordinance – 1st Reading Study Session	Code Title 12 Chapter 6 Cable TV Customer Standards (and instead, provide for them by franchise agreement)	2004, provides policies, definitions, customer service requirements, and complaint procedures for cable TV services within the City, Instead of contained within Municipal Code, these should be contained within the franchise agreements to respond to evolving city and customer needs.		